

2004 Season Ticket Renewal





am part of the team.

Gregory Drezdzon



I am recognized for my effort.



Gregory Drezdzon

am proud to show support.

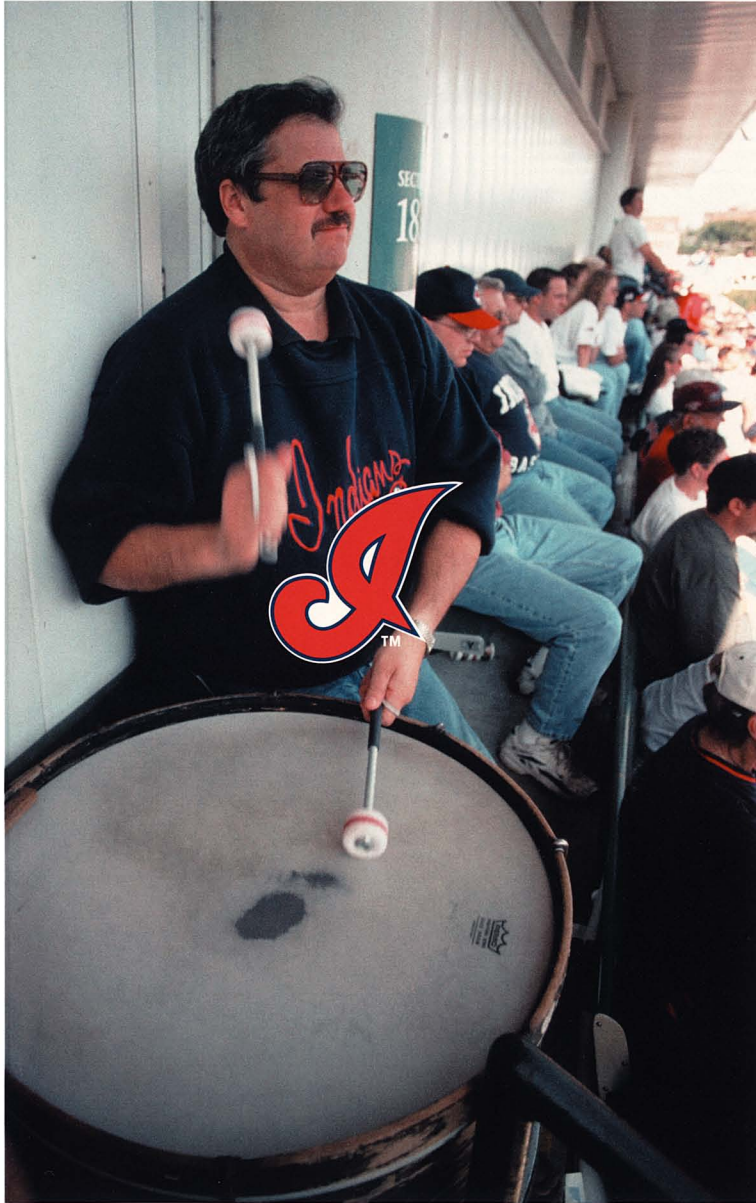


am ready for my opportunity.



am the spark.

Gregory Drezdson



am part of a tradition.

Gregory Drezdson



am a cornerstone.



Gregory Drezdson

am the difference between winning and losing.



am driven by victory.



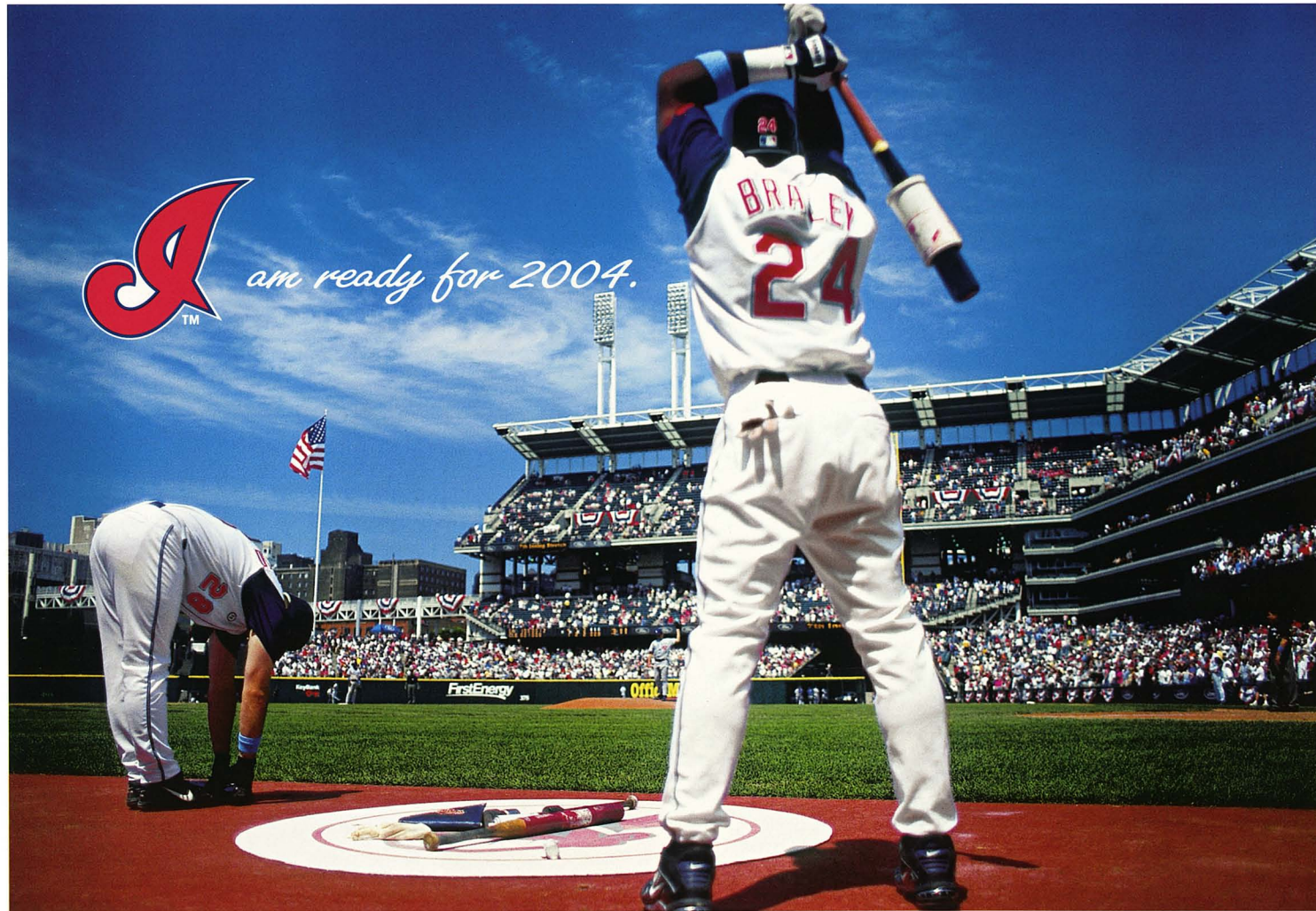
Gregory Drezdson

am involved in every pitch.



am more than a game.

Gregory Drezdson



Gregory Drezdson

Exclusive Opportunities

Nov. 21-24

Opening Day Presale

Tickets to the Cleveland Indians Home Opener on April 12 vs. the Minnesota Twins will go on sale to the general public on November 28, 2003. As a Season Ticket Holder, you'll have the opportunity to purchase additional tickets the week prior, November 21-24, 2003. To take advantage of this special offer, make your initial deposit or pay in full by November 17, and we will notify you by mail of presale purchasing details.

Customer Service Department

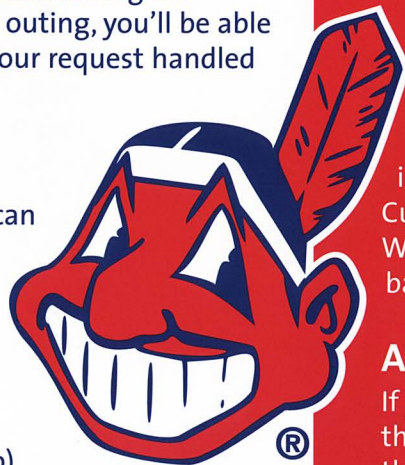
Our newly created Customer Service Department is available to answer your questions daily from 8:30 AM to 5:30 PM, Monday-Friday, and on home game days from 8:30 AM to one-half hour after the game ends. To speak to a Customer Service Team Member, call 216-420-HITS.

Ticket Hotline

We understand that your time is valuable. If you need to purchase additional single-game tickets during the season, rent a Suite, or plan a group outing, you'll be able to call the Ticket Hotline and have your request handled quickly and efficiently.

Fun Money

Our Customer Service Department can help facilitate your purchase of FUN MONEY, Cleveland Indians gift certificates that can be used at Jacobs Field or any Indians Team Shop for the purchase of food, beverages, and merchandise (not redeemable in Suites or Terrace Club).



Parking

Make your trip to an Indians game hassle-free, and save money on parking. Reserve your spot in the Gateway East Parking Garage, the closest garage to Jacobs Field, by purchasing an Indians Season Ticket Holder 2004 Parking Pass at a preferred rate. Purchase a parking pass, and receive \$2 off the current published daily parking rate. The Gateway East Parking Garage is located between Huron Road and Bolivar Avenue on East Ninth Street. Parking passes are valid for all 81 home games.

Terrace Club Membership

Enjoy luxury dining and an upscale lounge with unparalleled service and a spectacular view of Jacobs Field at the Terrace Club. Your private membership is ideal for entertaining clients, family, and friends, making every visit to Jacobs Field memorable and unique. An array of menus and theme nights promise to deliver a unique baseball experience that will transform your daily ballpark fare into a fine dining experience.

Relocation and Additional Seat Open House

Relocating Your Current Seats

As a loyal Season Ticket Holder, you may have the opportunity to upgrade to a better seat location in 2004. **Make your reservation to attend the Early Relocation Open House December 3-7 by filling out the enclosed form and sending it with your initial payment, or reserve your space online at Indians.com.** You must make your reservation for the Open House by November 17 and your initial 33-1/3% payment must be received by November 17, 2003. An Indians Customer Service Team Member will confirm your reservation via phone or e-mail. When you arrive at Jacobs Field, you'll have the opportunity to walk through the ballpark and select your new seat locations, based on availability.

Adding Seats to Your Account

If you'd like to add new seats to your account, we encourage you to attend the Relocation Open House December 3-7 to select your new seats from those available.

Dec. 3-7

Payment Methods

Mail

Mail the enclosed invoice with your initial installment or payment in full. We will then send you an invoice for any balance on your account.

Credit Card Debit

Return the Automatic Credit Card Payment Form along with your invoice, and we'll do the rest! Be sure to designate which payment plan you've chosen and sign the form to authorize automatic credit card charges, and you'll avoid the hassle of additional invoices.

Online at Indians.com

Log onto the secured Season Ticket Holder site at Indians.com. Click on Season Ticket Renewals. You will need your Season Ticket account number and order number, which are located on your 2004 Renewal Invoice.

Fax

Fax your invoice and any applicable renewal forms along with credit card charge authorization to 216-420-4481.

In-Person

Bring your invoice and any applicable renewal forms, along with a check or credit card authorization, to the Cleveland Indians Executive Offices at 2401 Ontario Street, Cleveland, OH, Monday – Friday, 9 AM – 5 PM.

MBNA Financing Option

A limited-time offer exclusive to Season Ticket Holders. Apply for an MBNA VIP Indians Season Ticket Holder Mastercard®, the preferred credit card of the Cleveland Indians. If approved, you'll be able to charge your Season Tickets interest-free for six months. See the enclosed MBNA offer for complete details.



Season Ticket Payment Plans

The Indians offer three payment plans to meet your financial planning needs. Select the plan that works best for you, and follow the easy renewal instructions below.

Grand Slam – PAY IN FULL

Make your initial 33-1/3% payment by November 17, 2003, AND be one of the first 2004 customers to pay in full no later than December 19, 2003, to receive an Omar Vizquel Autographed Commemorative Bat.

Home Run – 3 Installments

You will be invoiced three times, each for one-third of your plan total.

Monday, November 17, 2003	First Installment Due
Friday, January 16, 2004	Second Installment Due
Friday, February 13, 2004	Final Installment Due

Triple – Automatic Credit Card Payment Plan *New for 2004!*

Don't worry about missing your payment date! Sign up for automatic credit card payments on the enclosed form, and we'll make paying for your Indians Season Tickets hassle-free. Make an initial down payment of 33-1/3% on or before the deadline of November 17, 2003, and pay for the remaining balance of your tickets through automatic credit card charges. Your one-time authorization will activate an automatic process to charge your credit card according to this schedule:

1/3 on Monday, November 17, 2003 (initial installment charged to your credit card)
1/3 on Friday, January 16, 2004 (second installment charged to your credit card)
1/3 on Friday, February 13, 2004 (final installment charged to your credit card)

Double – Automatic Credit Card Payment Plan

Be one of the first 2004 accounts to pay in full no later than December 19, 2003, and receive your Omar Vizquel Autographed Commemorative Bat.

1/3 on Monday, November 17, 2003 (initial installment charged to your credit card)
2/3 on Friday, December 19, 2003 (final installment charged to your credit card)

81-Game Season Ticket Holder Benefits

As an Indians 81-Game Season Ticket Holder, you are entitled to significant benefits, which include:

- The best seat locations at Jacobs Field
- Unused Ticket Exchange Dates
- Ability to sell your tickets to games you can't attend on our Internet-based Ticket Marketplace
- Opportunity to purchase preferred-rate parking at the closest garage to Jacobs Field
- Opportunity to purchase a Terrace Club Membership, entitling you to fine dining before and during the game
- Ability to apply for and charge your Season Tickets to a new MBNA VIP Indians Season Ticket Holder Mastercard® and not have to pay for your tickets for six months, interest-free
- Internet-based payment options that are hassle-free
- 20% discount coupon good at Indians Team Shops
- Free Monthly *Game Face* programs
- Free Media Guide
- e-Mail newsletters, updating you on the latest Tribe activities
- Post Season priority seating



In 2004, We've Added the Following Benefits to All Full Season Packages: Ticket Price Reduction

2004 Fan Loyalty Reward. The Cleveland Indians want to thank you, our most loyal fans, for continuing your Season Ticket commitment by offering you a \$2 price reduction off the single-price ticket for every game in your 2004 Season Ticket Package. This Fan Loyalty Reward is a savings of \$162 per seat in your renewal package. If you would like to purchase additional tickets, you will receive \$1 off per ticket, per game for every new ticket purchased in 2004.

A 10th Anniversary Omar Vizquel Autographed Commemorative Bat

If you are one of the first 2004 customers to renew your Full Season Ticket Package for the 2004 Season and pay in full by December 19, 2003, Indians Shortstop Omar Vizquel will send you a personally autographed Limited-Edition 10th Anniversary Commemorative Bat.

Ticket Presale Access

As a Season Ticket Holder, you'll have the opportunity to purchase single-game tickets prior to the posted general public on-sale date for both the Indians Home Opener and all Regular Season games.

Exclusive Events

Nearly 5,000 Season Ticket Holders and their families enjoyed an interactive day of family fun at Field Day '03 where you met Indians players, had your photos taken on the field, and received honorary contracts from Indians ownership and management. As a Season Ticket Holder, you'll be invited to Field Day '04 and other events created specifically for you, our most valued customers.

Jacobs Field Tours

As a Season Ticket Holder, you and a guest will have the opportunity to attend a Behind-The-Scenes Tour of Jacobs Field during the 2004 Season.

e-TribeTalk

Indians Season Ticket Holders receive an exclusive version of e-TribeTalk that provides you with player features, special promotions, and previews of upcoming events.

Season Ticket Holder Section on Indians.com

Manage your Season Ticket account on Indians.com. This secure site gives you access to special benefits and promotions; the ability to purchase additional single-game tickets; Ticket Marketplace, where you can sell tickets to games you can't attend; and photos from Season Ticket Holder events.

www.indians.com/seasontickets

Account Changes

If you need to change your address, phone number, or contact person on your account, please make the changes on your invoice. PLEASE NOTE: The specific SEASON TICKET ACCOUNT NAME CANNOT BE CHANGED without the approval of the Cleveland Indians. The Account Holder of Record must submit any account changes made during the season to the Cleveland Indians in writing.

Do We Have Your Current e-Mail Address?

If we don't have your current e-mail address, be sure to include it on the renewal forms or handwrite it on your invoice. We will use your e-mail address to keep you informed of special promotions and offers exclusive to Season Ticket Holders.

Ticket Distribution and Pickup

If you would like to pick up your tickets at Jacobs Field, please call the Cleveland Indians Customer Service Department at 216-420-HITS by February 15, 2004. Otherwise, the tickets will be mailed to the address on your account.

Thank You for Your Support of Indians Baseball.



*The First 2004 Fans**

to pay in full by December 19, 2003,
will receive a Limited-Edition
10th Anniversary Bat signed
by Omar Vizquel.

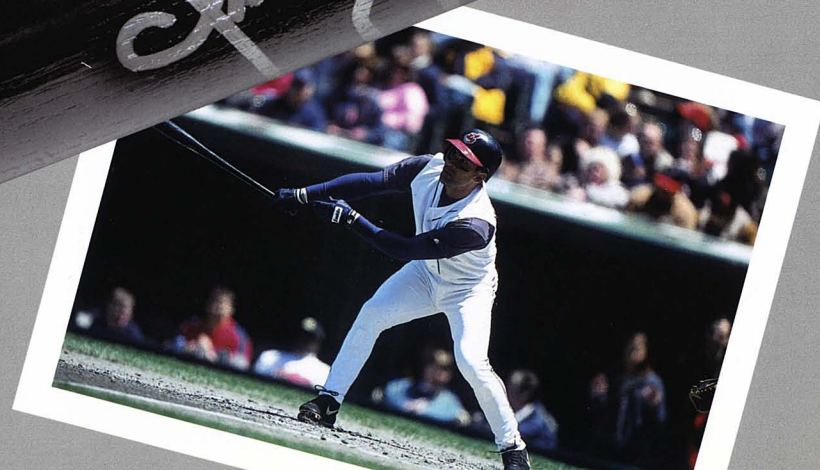
*Full Season Ticket Holders of record only.

180
**Louisville
Slugger®**

10TH ANNIVERSARY
**JACOBS
FIELD**
2004

Omar Vizquel
Commemorative Bat
Season Ticket Holder 2004

[Signature]



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